



# SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

## March Webinar Depression and SBIRT Management

Nick Szubiak  
Director of Practice Improvement

# Setting the Stage: Today's Moderator



Madhana Pandian  
Associate

SAMHSA-HRSA Center for Integrated Health Solutions

**Slides for today's webinar will  
be available on the CIHS  
website:**

**[www.integration.samhsa.gov](http://www.integration.samhsa.gov)**

**Under About Us/Innovation Communities**

## Our format...



### Structure

Short comments from experts

Specifics from their point of view

### Polling You

Every 20-minutes

Finding the “temperature” of the group

### Asking Questions

Watching for your written questions

### Follow-up and Evaluation

Ask for what YOU want or expect

Ideas and examples added to the  
AOS Resource Center

# How to ask a question during the webinar



If you dialed in to this webinar on your phone please use the “raise your hand” button and we will open up your lines for you to ask your question to the group. **(left)**

If you are listening to this webinar from your computer speakers, please type your questions into the question box and we will address your questions. **(right)**



# Listserv

Look for updates from:  
[bh\\_integration\\_ic@  
nationalcouncil  
communities.org](mailto:bh_integration_ic@nationalcouncilcommunities.org)

# Setting the Stage: Today's Facilitator

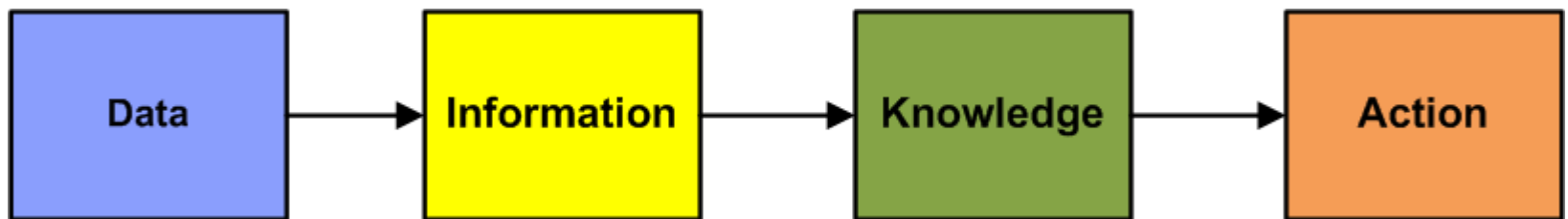


Nick Szubiak  
Integrated Health Consultant  
SAMHSA-HRSA Center for Integrated Health Solutions

# What is the ultimate purpose of collecting & sharing data?

*To turn it into action!*

*(AKA Continuous Quality Improvement)*





# Why does this matter?

*“If you are not measuring a process **you don’t know what you are doing.**”*

*“If you are not measuring processes **you can’t improve.**”*

*“If you are not measuring processes you are **operating blindly** and therefore are at **risk for delivering ineffective and wasteful care at best.**”*

*If you are not measuring your care provision and administrative processes you can not achieve **the triple aim** of population health management, cost containment , customer centered care ... in other words survive in healthcare marketplace today.*

# Data, Information, & Knowledge

## What is data?

- Granular or unprocessed information

## What is information?

- Information is data that have been organized and communicated in a coherent and meaningful manner

## What is Knowledge?

- Information evaluated and organized so that it can be used purposefully

# “Hey Nick...” What I’ve heard about Data/Measurement

“Behavioral Health staff aren’t good at **math**...after all that’s why we went into Behavioral health...”

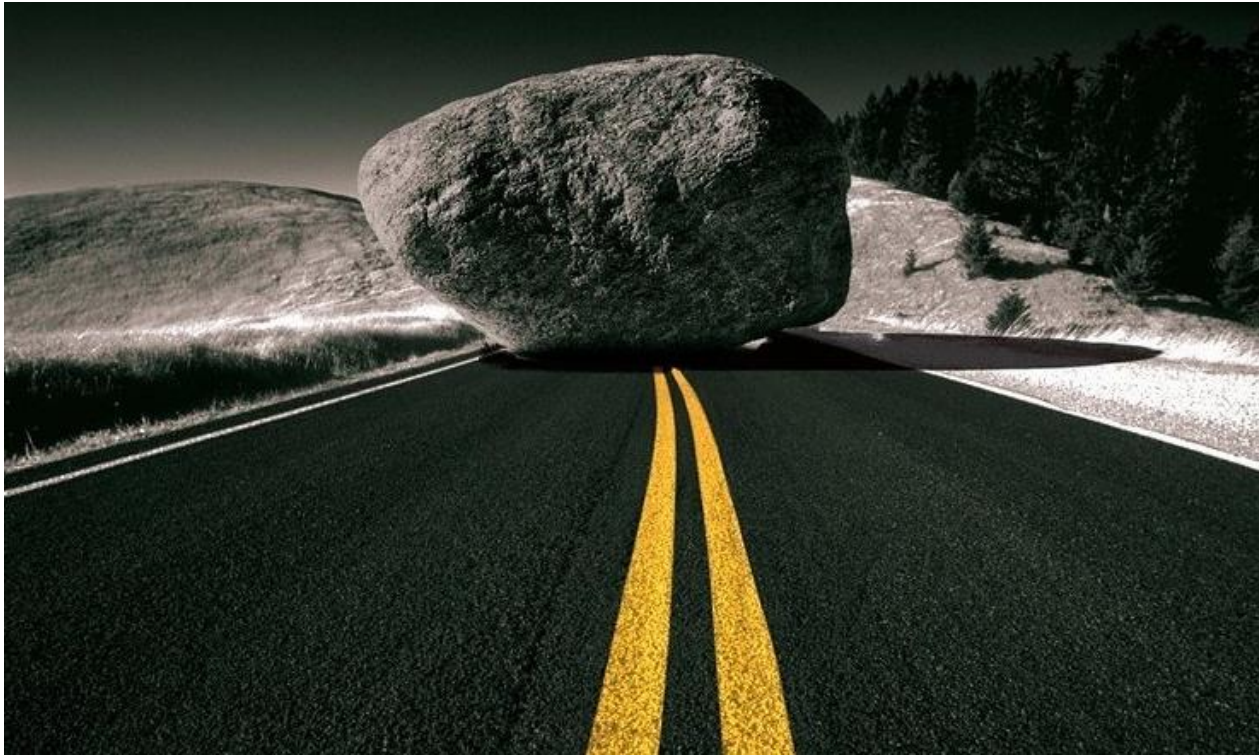
“What we do and who we work with are **too complex to** measure...”

“You can’t hold me accountable for a patient not achieving **their goals**...”

“The demand to use data is just another way to get us to **work harder/more**...”

“Our **EMR** is not useful...and I don’t see that changing anytime soon...this **data is WRONG**....no really I’m serious.”

# Have you seen these before?



# Why is the Use of Data for Clinical & Administrative Decision Support so Difficult?

“The main reason seems to be a lack of integration of (data) health IT into clinical workflow in a way that supports the cognitive work of the clinician and the workflows among (partner) organizations, within a clinic and within a visit.”

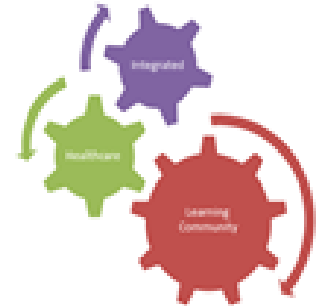
Carayon & Karsh, (2010). AHRQ Publication No. 10-0098-EF

# Joe Park's Data Principles



- Use the data you have before collecting more
- Show as much data as you can to as many partners as you can as often as you can:
  - Sunshine improves data quality
  - Level your Business Associates Agreements
  - It's better to debate data than speculative anecdotes
- When showing data ask partners what they think it means
- Treat all criticisms that results are seemingly inaccurate or misleading as testable hypotheses

# Joe Parks Data Principles



- Tell your data people that you want the quick easy data runs first.
- Getting 80% of your request in one week is better than 100% in six weeks
- Important questions should use more than one analytic approach
- Transparent benchmarking improves attention and increases involvement
- Perfect is the enemy of good
- Use an incremental strategy
- If you try to figure out a comprehensive plan first you will never get started



# What are some effective ways to communicate the data with your team?





# Tips For Using Data and Continuous Quality Improvement

- Set a specific time
- Know your team
- Make it a part of those other meetings/all staff
- Make it Matter, Make it Fun

# Tips For Using Data and Continuous Quality Improvement

- 7 times 7 ways
- Put it on the agenda
- Dashboards
- Post it in public places

# What is a Dashboard?

- A dashboard translates your organization's strategy into metrics that provide timely information and insights that enable staff to proactively improve decisions, optimize processes, and plans.
- In short it, enables staff to monitor, analyze, and manage their work.

Performance Dashboards: Measuring, Monitoring, & Managing Your Business. 2nd Edition 2011 Wayne Eckerson

# How to use a Dashboard

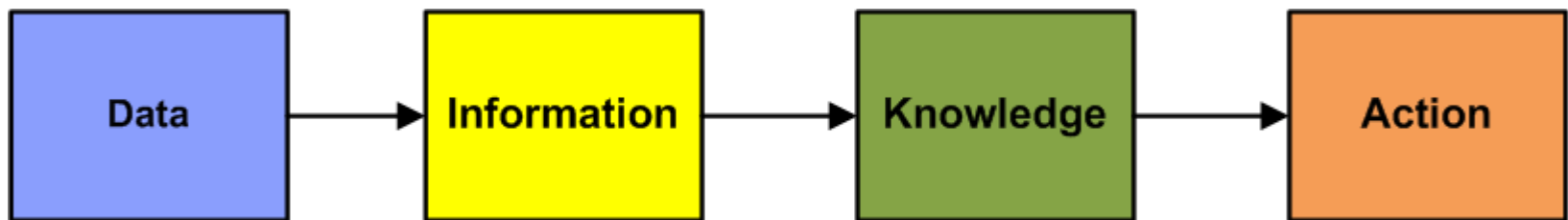
1. Monitoring: Convey information at a glance
2. Analysis: Identify exceptions & drill down to details
3. Management: Improve alignment, coordination, & collaboration

Source: Performance Dashboards: Measuring, Monitoring, and Managing Your Business.  
2nd Edition 2011 Wayne Eckerson

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# Open Discussion – Your Experiences



# RESOURCES

*SAMHSA-HRSA Center for Integrated Health Solutions*

<http://www.integration.samhsa.gov/clinical-practice/SBIRT>

[http://www.integration.samhsa.gov/sbirt/SBIRT\\_Factsheet\\_ICN904084.pdf](http://www.integration.samhsa.gov/sbirt/SBIRT_Factsheet_ICN904084.pdf)

<http://www.samhsa.gov/sbirt>

<http://store.samhsa.gov/product/TAP-33-Systems-Level-Implementation-of-Screening-Brief-Intervention-and-Referral-to-Treatment-SBIRT-/SMA13-4741>

# RESOURCES

## **Team Based Care Toolkit**

[http://www.integration.samhsa.gov/workforce/team-members/Cambridge\\_Health\\_Alliance\\_Team-Based\\_Care\\_Toolkit.pdf](http://www.integration.samhsa.gov/workforce/team-members/Cambridge_Health_Alliance_Team-Based_Care_Toolkit.pdf)

## **Two articles on Workforce Competencies for BH working in PC**

[https://integrationacademy.ahrq.gov/sites/default/files/AHRQ\\_AcadLitReview.pdf](https://integrationacademy.ahrq.gov/sites/default/files/AHRQ_AcadLitReview.pdf)

<http://farleyhealthpolicycenter.org/wp-content/uploads/2016/02/Core-Competencies-for-Behavioral-Health-Providers-Working-in-Primary-Care.pdf>

## **National Council Resources**

<http://www.thenationalcouncil.org/consulting-best-practices/areas-of-expertise/>